Dot Hill Customer - SANsolve User Manual

Welcome to SANsolve! As a valued Dot Hill Customer, you may use SANsolve to:

- Query Dot Hill's on line knowledge base for answers to your frequently asked questions. Simply enter key word(s) to return related solutions.
- Interface with Dot Hill's call center to open a new issue, status in-process events, or review your call history. Search for all calls related to your company, or limit your search to those, which you created.

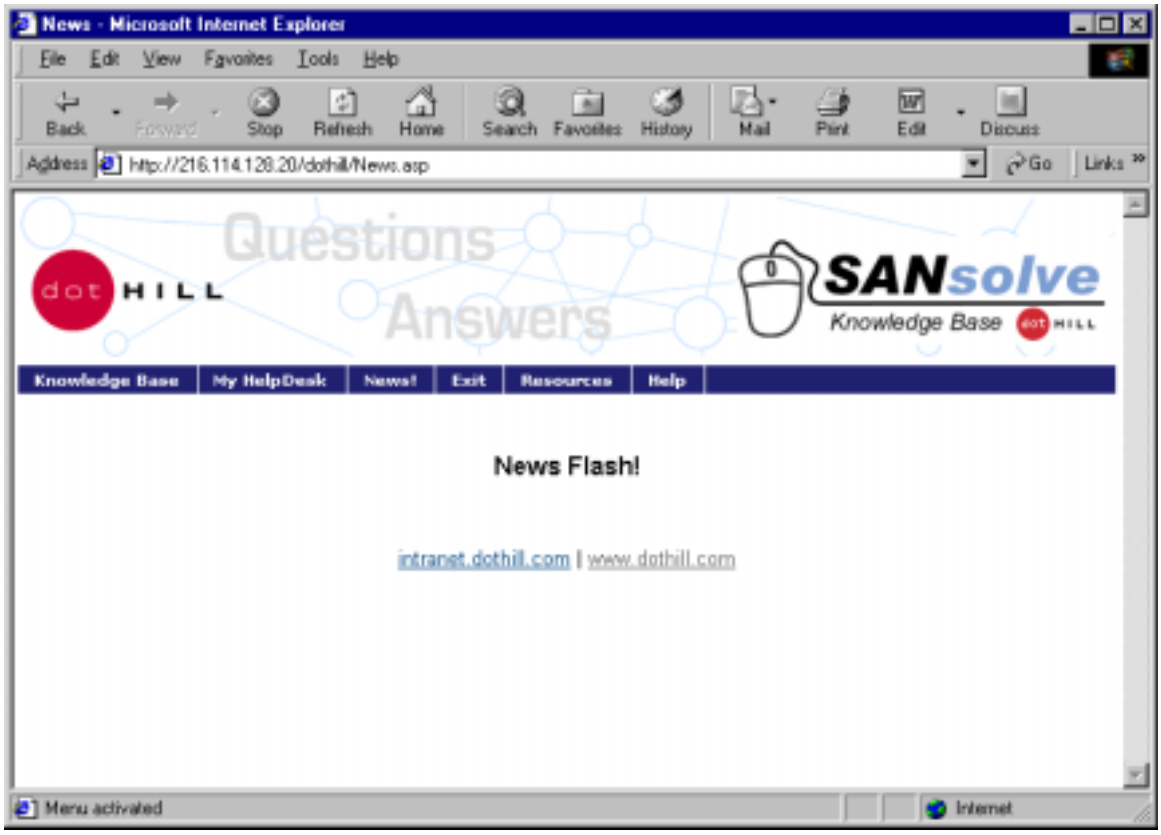
Access SANsolve at **www.dothill.com/support/sansolve.htm** [1]

Enter your user name and password at the login prompt. Click **Login**.

[1] Microsoft Internet Explorer version 5.5 is recommended.

Navigating SANsolve

Navigate SANsolve by selecting options from the tool bar drop down menus.



Exiting SANsolve

To exit SANsolve, click EXIT from the SANsolve Tool Bar. Do not exit SANsolve by closing the web browser as this does not close your SANsolve session.

Knowledge Base Inquiry

SANsolve searches Dot Hill's knowledge base via key words, essentially the subject of a question you would pose to a help desk representative. Single word searches return all results referencing the specified word. More specific results may be returned by use of multiple words, separated by a space; SANsolve returns only results containing all specified words in combination.

Further limit search results to a specific product family by selecting the appropriate product category from SANsolve's drop down list of products.

- Select Knowledge Base from the main menu tool bar.
- Enter key word(s)
- Select product family from drop down list (optional)
- Click Search

SANsolve returns a list of answers.

- Click on the link to display details of the potential solution.

Access the Knowledge Base

Select KNOWLEDGE BASE from the SANsolve tool bar.

The following screen is displayed:

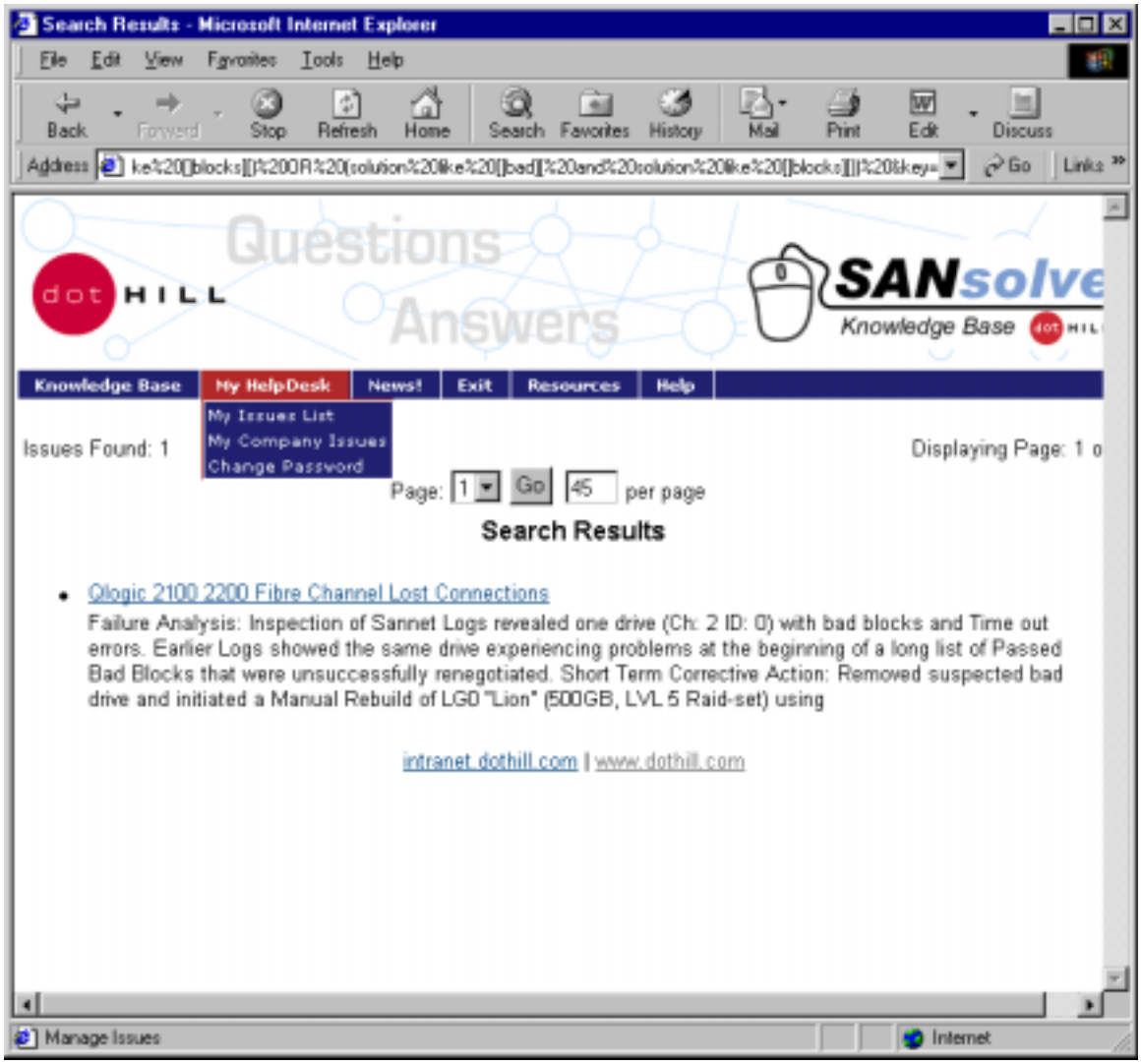
Specify search Criteria

Enter key word(s) as search criteria. Entry of a single word returns all knowledge base items referencing said word. Entry of multiple words returns all knowledge base items referencing both words in concert.

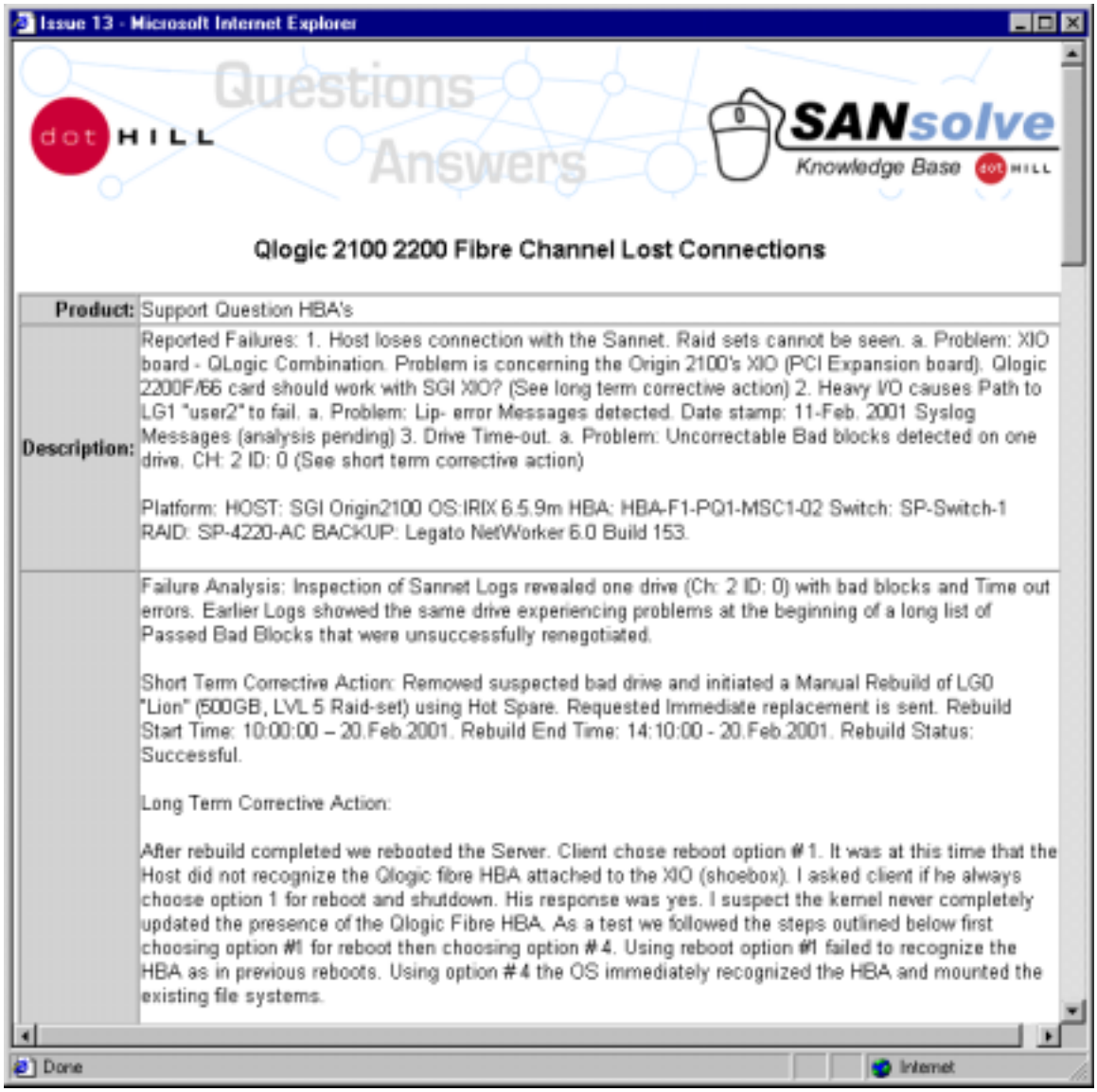
Further pare down search criteria by selecting a product category from the drop down menu. Default to ALL to return FAQ's for all products.

Click Search.

SANsolve returns a list of related FAQ's.


Search Results - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss
Address
Go
Links
dot HILL
Questions
Answers
SANsolve
Knowledge Base
Knowledge Base
My HelpDesk
News!
Exit
Resources
Help
My Issues List
My Company Issues
Change Password
Issues Found: 1
Displaying Page: 1 o
Page: 1 Go 45 per page
Search Results
Qlogic 2100 2200 Fibre Channel Lost Connections
Failure Analysis: Inspection of Sannet Logs revealed one drive (Ch: 2 ID: 0) with bad blocks and Time out errors. Earlier Logs showed the same drive experiencing problems at the beginning of a long list of Passed Bad Blocks that were unsuccessfully renegotiated. Short Term Corrective Action: Removed suspected bad drive and initiated a Manual Rebuild of LG0 "Lion" (500GB, LVL 5 Raid-set) using
intranet.dothill.com | www.dothill.com
Manage Issues
Internet

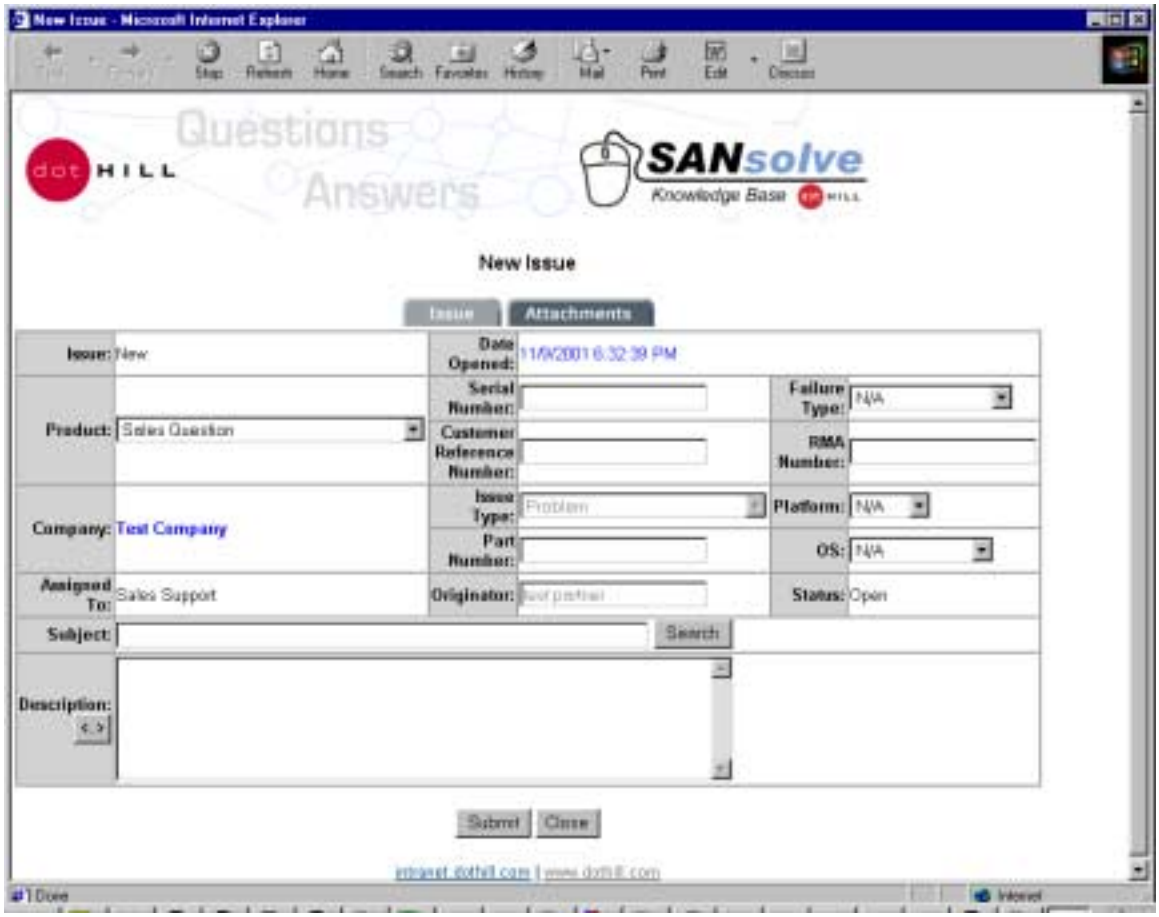
Click on the blue hyperlink to the FAQ you wish to display.


Issue 13 - Microsoft Internet Explorer
dot HILL
Questions
Answers
SANsolve
Knowledge Base
Qlogic 2100 2200 Fibre Channel Lost Connections
Product: Support Question HBA's
Description: Reported Failures: 1. Host loses connection with the Sannet. Raid sets cannot be seen. a. Problem: XIO board - QLogic Combination. Problem is concerning the Origin 2100's XIO (PCI Expansion board). Qlogic 2200F/66 card should work with SGI XIO? (See long term corrective action) 2. Heavy I/O causes Path to LG1 "user2" to fail. a. Problem: Lip- error Messages detected. Date stamp: 11-Feb. 2001 Syslog Messages (analysis pending) 3. Drive Time-out. a. Problem: Uncorrectable Bad blocks detected on one drive. CH: 2 ID: 0 (See short term corrective action)
Platform: HOST: SGI Origin2100 OS:IRIX 6.5.9m HBA: HBA-F1-PQ1-MSC1-02 Switch: SP-Switch-1 RAID: SP-4220-AC BACKUP: Legato NetWorker 6.0 Build 153.
Failure Analysis: Inspection of Sannet Logs revealed one drive (Ch: 2 ID: 0) with bad blocks and Time out errors. Earlier Logs showed the same drive experiencing problems at the beginning of a long list of Passed Bad Blocks that were unsuccessfully renegotiated.
Short Term Corrective Action: Removed suspected bad drive and initiated a Manual Rebuild of LG0 "Lion" (500GB, LVL 5 Raid-set) using Hot Spare. Requested Immediate replacement is sent. Rebuild Start Time: 10:00:00 – 20.Feb.2001. Rebuild End Time: 14:10:00 - 20.Feb.2001. Rebuild Status: Successful.
Long Term Corrective Action:
After rebuild completed we rebooted the Server. Client chose reboot option #1. It was at this time that the Host did not recognize the Qlogic fibre HBA attached to the XIO (shoebox). I asked client if he always choose option 1 for reboot and shutdown. His response was yes. I suspect the kernel never completely updated the presence of the Qlogic Fibre HBA. As a test we followed the steps outlined below first choosing option #1 for reboot then choosing option # 4. Using reboot option #1 failed to recognize the HBA as in previous reboots. Using option # 4 the OS immediately recognized the HBA and mounted the existing file systems.
Done
Internet

Open a New Issue

From the Knowledge Base Search screen, click on the blue text **CUSTOMER CARE TECHNICIAN.**

SANsolve displays the following issue entry screen:



Enter the following fields:

- Serial Number — serial number of device in question
- Failure Type — select HARDWARE or SOFTWARE from the drop down menu
- Customer Ref # — your internal reference number against which the Issue is tracked
- Platform — select the hardware platform to which the Dot Hill equipment is attached
- O/S — select the operating system under which the Dot Hill equipment is operated
- Part Number — Part number of the device in question

- Subject summary of perceived failure
- Description details of perceived failure

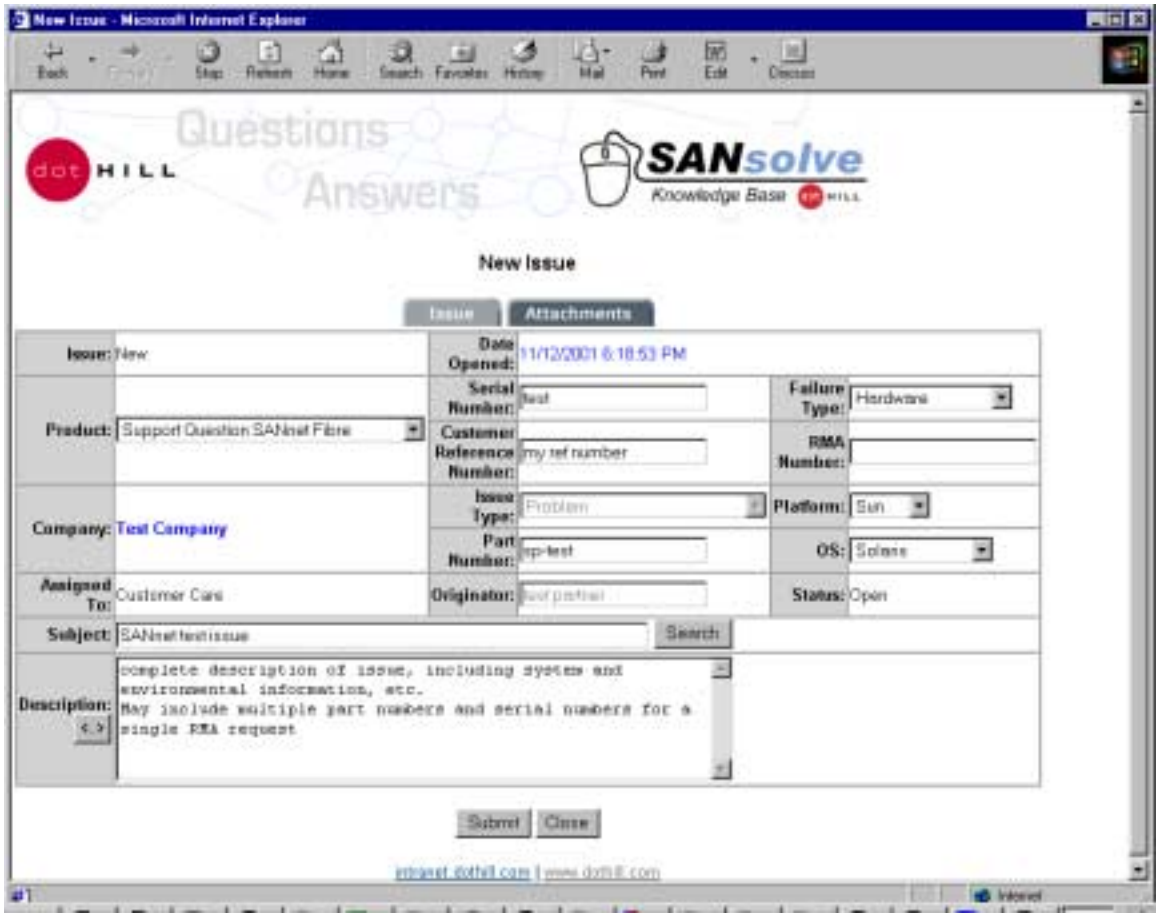
The Product Type selected during issue entry determines call routing.

- Select the product type from the drop down list to route the call

Product Type	Assigned to	Responsible Party
Support Question SDI	CSS	NCE Support
Support Question Box Hill	CSS	NCE Support
Support Question Artecon Legacy	CSS	NCE Support
Support Question LynxArray2	Customer Care	Dot Hill Support
Support Question SANnet SCSI	Customer Care	Dot Hill Support
Support Question SANnet Fibre	Customer Care	Dot Hill Support
Support Question SANnet Raid Blade	Customer Care	Dot Hill Support
Support Question Tape Back-Up	Customer Care	Dot Hill Support
Support Question SANnet AXIS	Customer Care	Dot Hill Support
Support Question Hubs/Switches	Customer Care	Dot Hill Support
Support Question SANPath	Customer Care	Dot Hill Support
Support Question SANscape	Customer Care	Dot Hill Support
Support Question Legato	Customer Care	Dot Hill Support
Support Question Veritas	Customer Care	Dot Hill Support
Support Question HBA's	Customer Care	Dot Hill Support
Support Question OS	Customer Care	Dot Hill Support
Support Question Disk Drives	Customer Care	Dot Hill Support
Support Question Miscellaneous	Customer Care	Dot Hill Support
SANnet General	Customer Care	Dot Hill Support

Once the product group is selected, the ASSIGNED TO party is updated to show the name of the support queue to which the call will be assigned.

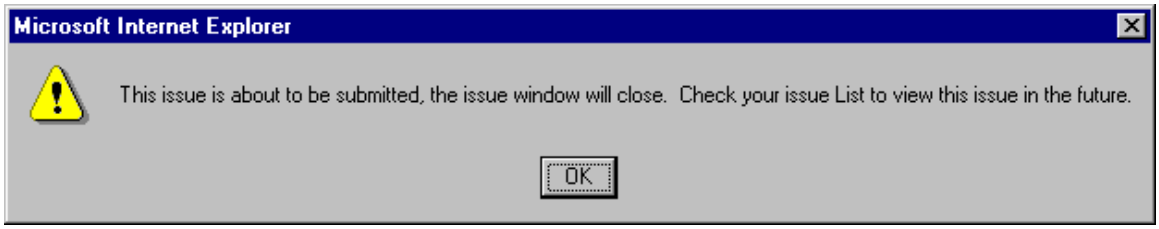
The completed screen will look like:



You may now add attachments to the issue in conjunction with submitting the Issue to support; else, you may click SUBMIT to send the call, with no attachments or activities, to the Tech Support call queue.

Submit with no attachments or activities

- Click Submit. SANsolve responds with the following message:


Microsoft Internet Explorer
This issue is about to be submitted, the issue window will close. Check your issue List to view this issue in the future.
OK

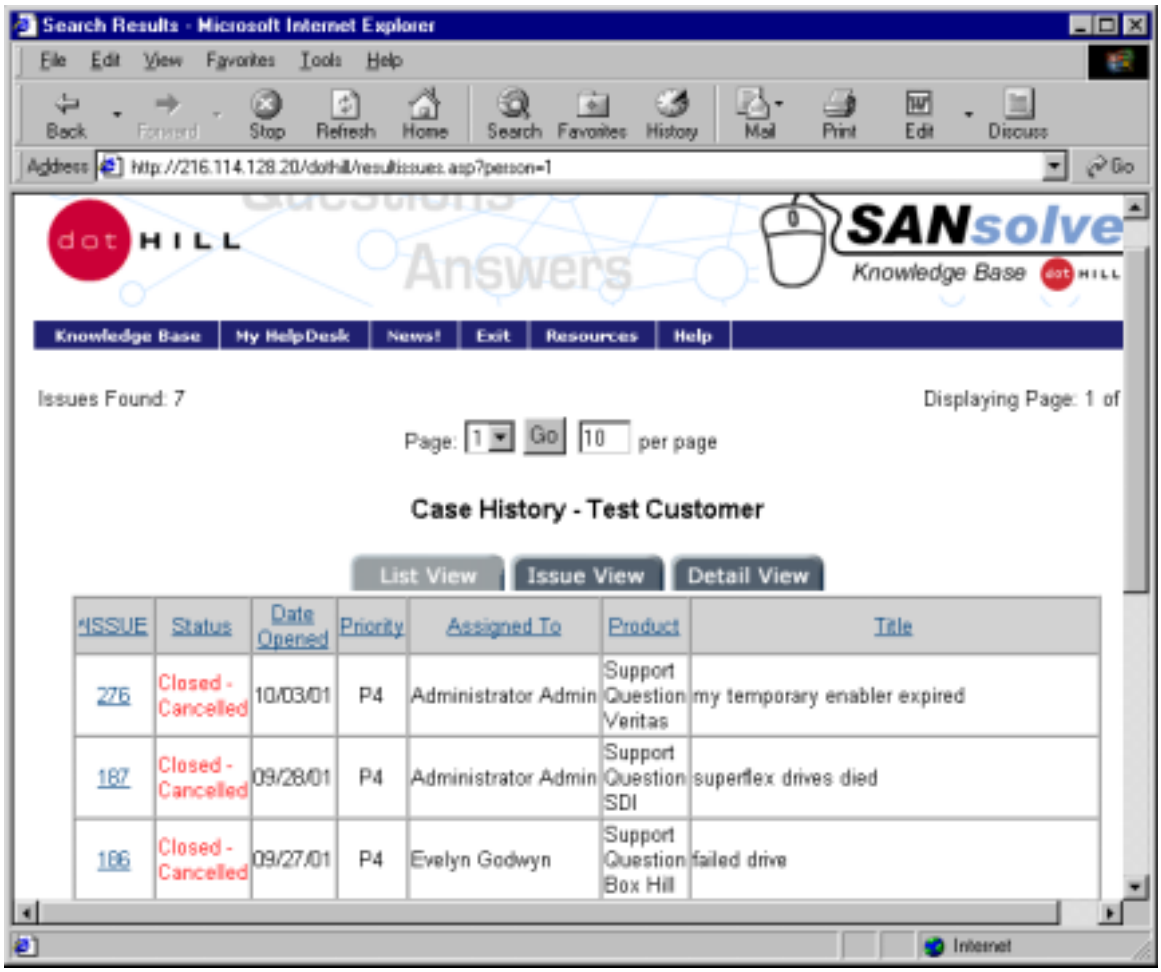
SANsolve assigns an issue number to the entry, and submits the call to the tech support queue based on the product group selected.

To obtain the issue number for tracking purposes, go to:

- My Help Desk
- My Issues List

Text Search - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss
Address http://216.114.128.20/dothill/search.asp
Go
Questions
Answers
dot HILL
SANsolve
Knowledge Base
Knowledge Base
My HelpDesk
News!
Exit
Resources
Help
My Open Issues
My Issues List
My Company Issues
Change Password
Knowledge B
Welcome Test Customer!
Type in the keyword(s) you wish to search for:
Product: All
Search
Clear
No information is available, and/or I have a more complicated problem that requires a Customer Care Technician.
Powered by e-Resolve Corporation © 1999-2001. All rights reserved.
Dot Hill Customer Support
Phone: 877-DOT-7X24 (877-368-7924)
support@dothill.com | www.dothill.com
Manage Issues
Internet

SANsolve returns a list of issues that you created, with the most recent entry at the top of the list.



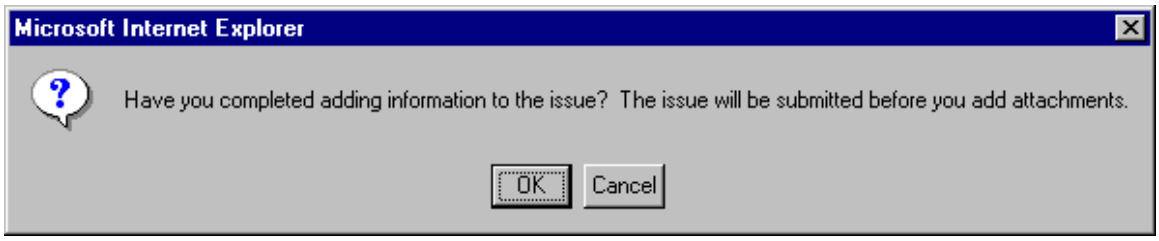
*ISSUE	Status	Date Opened	Priority	Assigned To	Product	Title
276	Closed - Cancelled	10/03/01	P4	Administrator Admin	Support Question Veritas	my temporary enabler expired
187	Closed - Cancelled	09/28/01	P4	Administrator Admin	Support Question SDI	superflex drives died
186	Closed - Cancelled	09/27/01	P4	Evelyn Godwyn	Support Question Box Hill	failed drive

See additional call details by moving to the ISSUE VIEW or DETAIL VIEW tabs.

Add Attachments & Activities, then SUBMIT

You may upload non-executable files like error logs, screen shots and system diagrams to SANsolve. Please zip large files using WINZIP prior to attaching.

- Click on the attachments tab.


Microsoft Internet Explorer
Have you completed adding information to the issue? The issue will be submitted before you add attachments.
OK
Cancel

SANsolve prompts you to confirm that all information in the issue has been entered.

- Click CANCEL to return to the screen and enter additional information, or click OK to proceed.

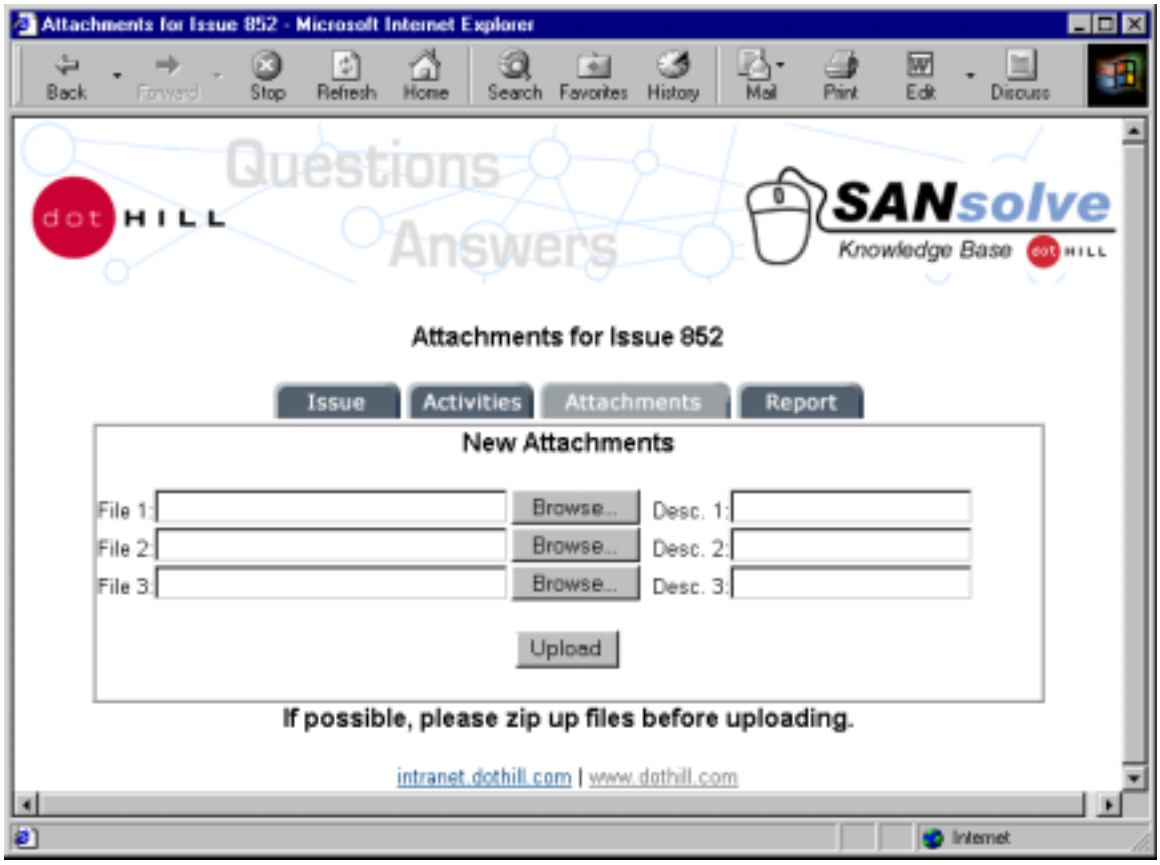
SANsolve responds:

- Click OK

SANsolve moves to the Attachments Tab and is ready to accept uploads.

Note – the issue number assigned for this incident appears at the top of the upload screen.

Attachments screen



- Position the cursor in the box adjacent to **File 1**, and click BROWSE.
- Locate the file and click UPLOAD.
- Enter description of the file attachment in the box adjacent to **Desc. 1**

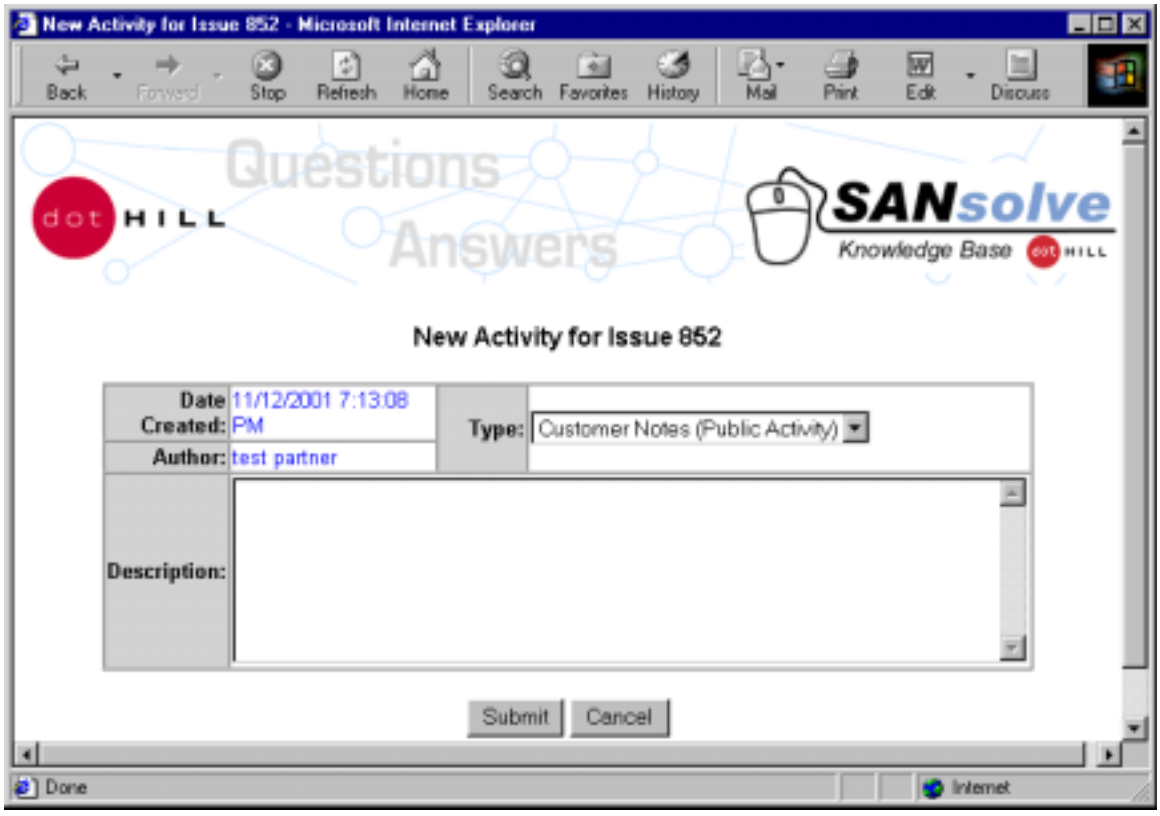
Repeat until all required files have been uploaded.

Activities

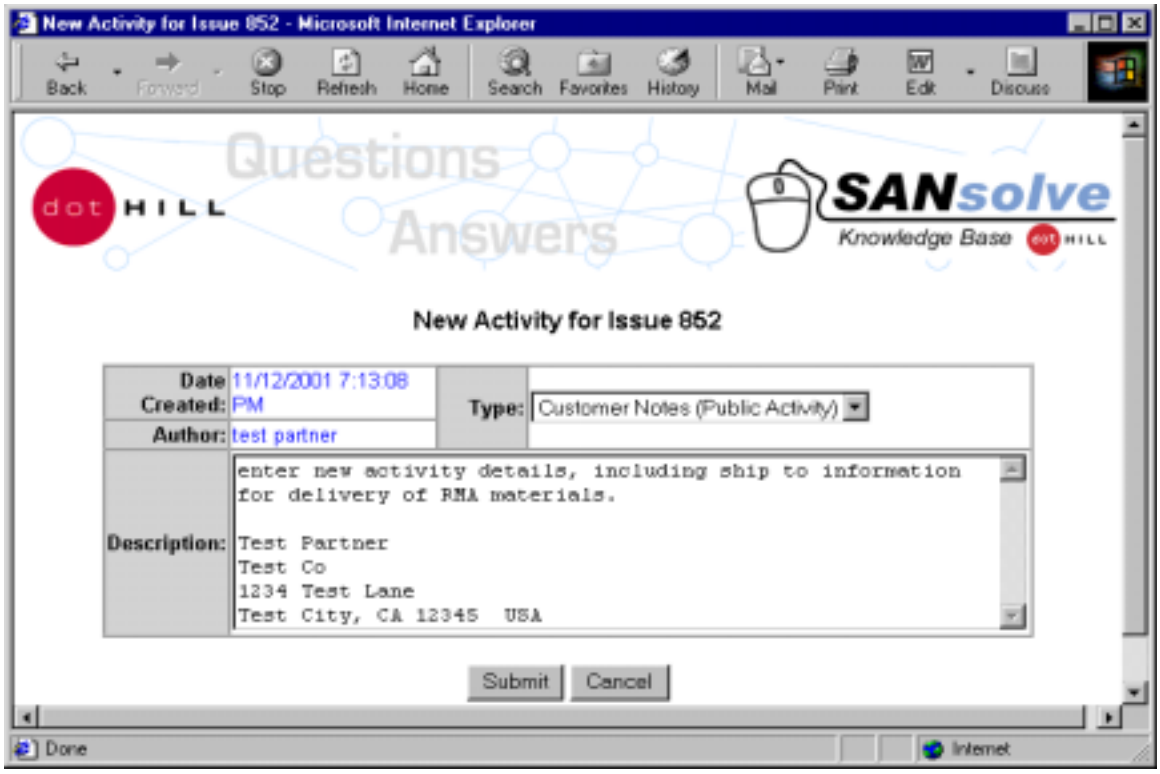
Activities are used to post operational information related to the call including ship to details for rma related activities.

- Click on the ACTIVITIES tab to post new activities to the call. SANsolve displays the following screen:

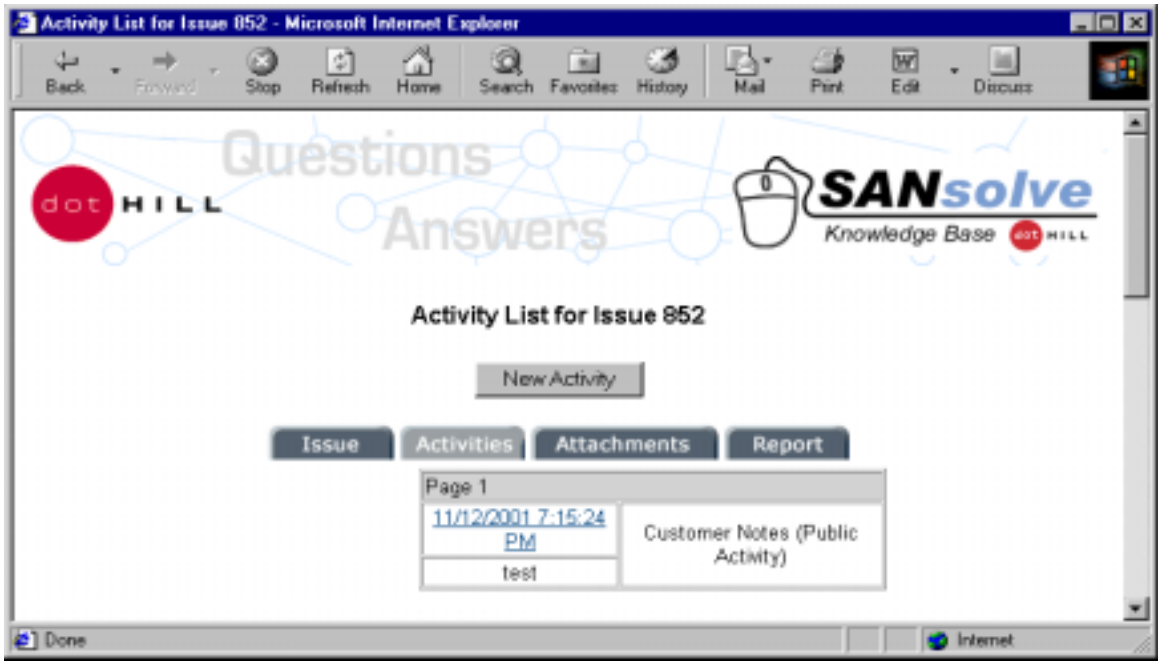
Click the NEW ACTIVITY button to add activities:



Enter text message.

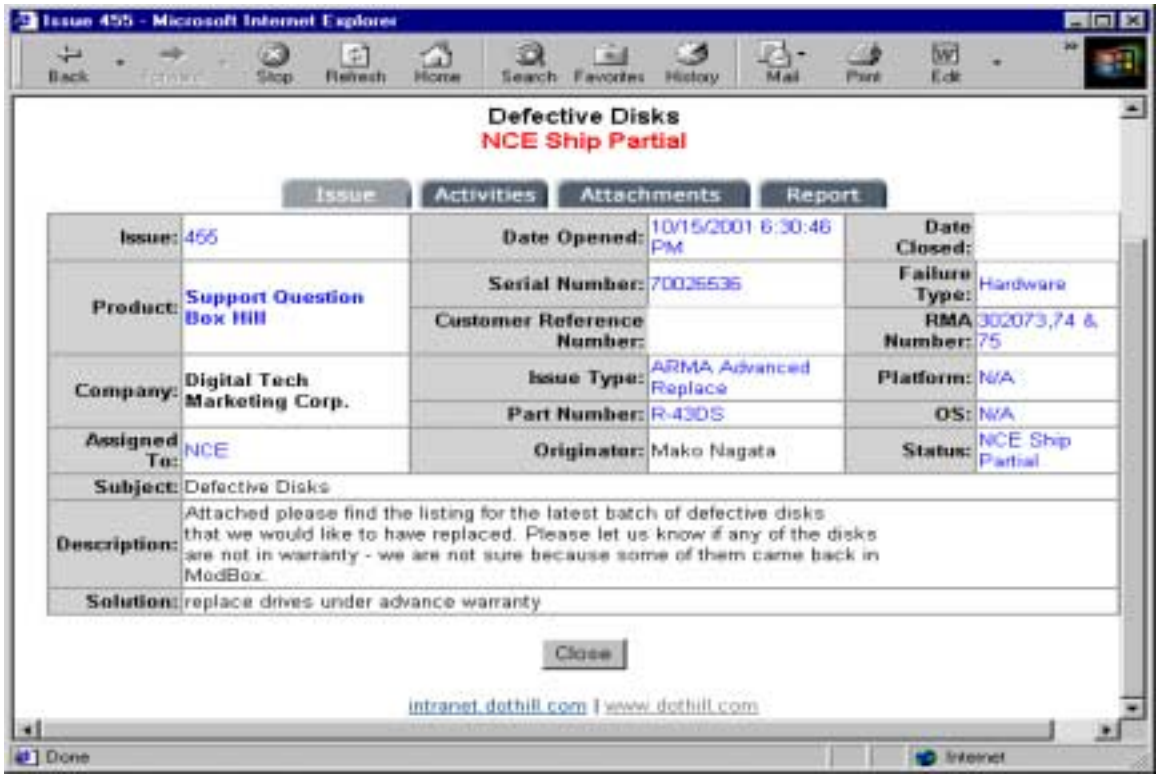


- Click Submit. SANsolve returns to the ACTIVITY LIST.



Click NEW ACTIVITY to add more comments, or select an alternate tab.

To exit the issue, return to the Issue tab and select CLOSE.



MY HELP DESK

Use SANsolve to view account history for all of your calls, or all calls for your company.

From the SANsolve toolbar, select MY HELP DESK.

To view issues that you created, select MY ISSUES LIST.

To view all issues created for your company, select MY COMPANY ISSUES

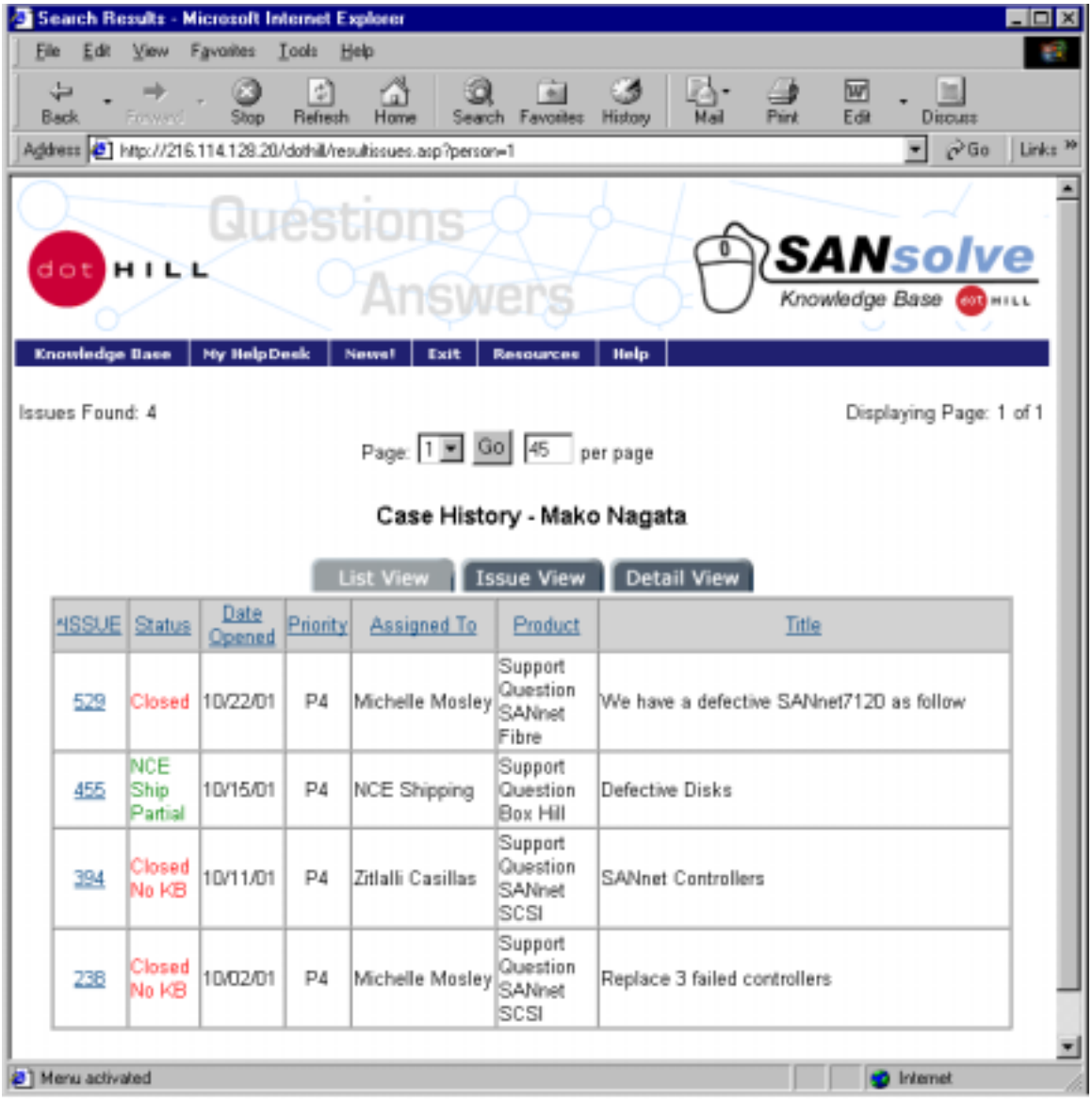
My Issues List

MY ISSUES LIST returns a list of all issues that were created by you, or on your behalf.

Select MY HELP DESK from the SANsolve toolbar.

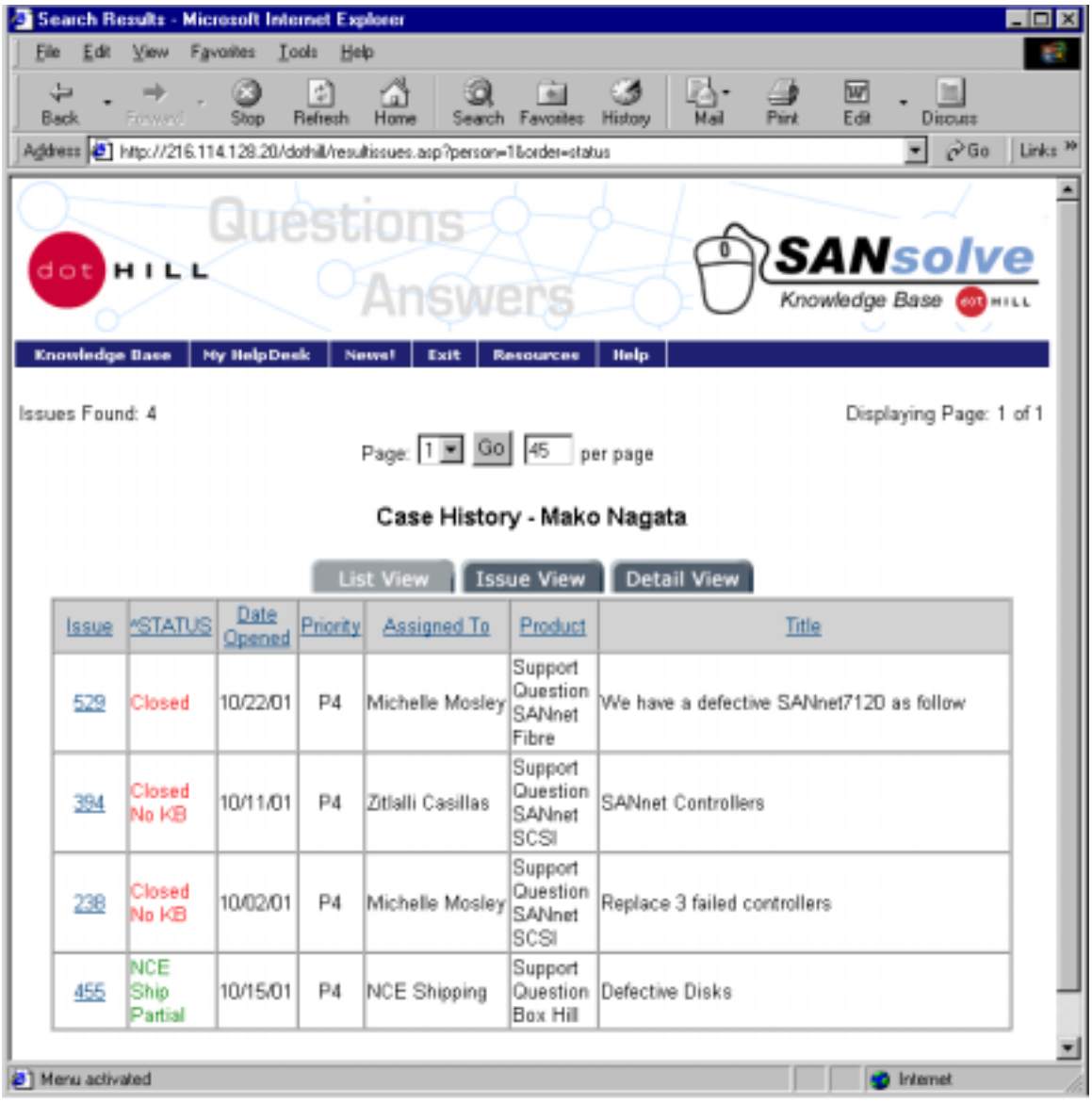
Select MY ISSUES LIST

The following screen is displayed:

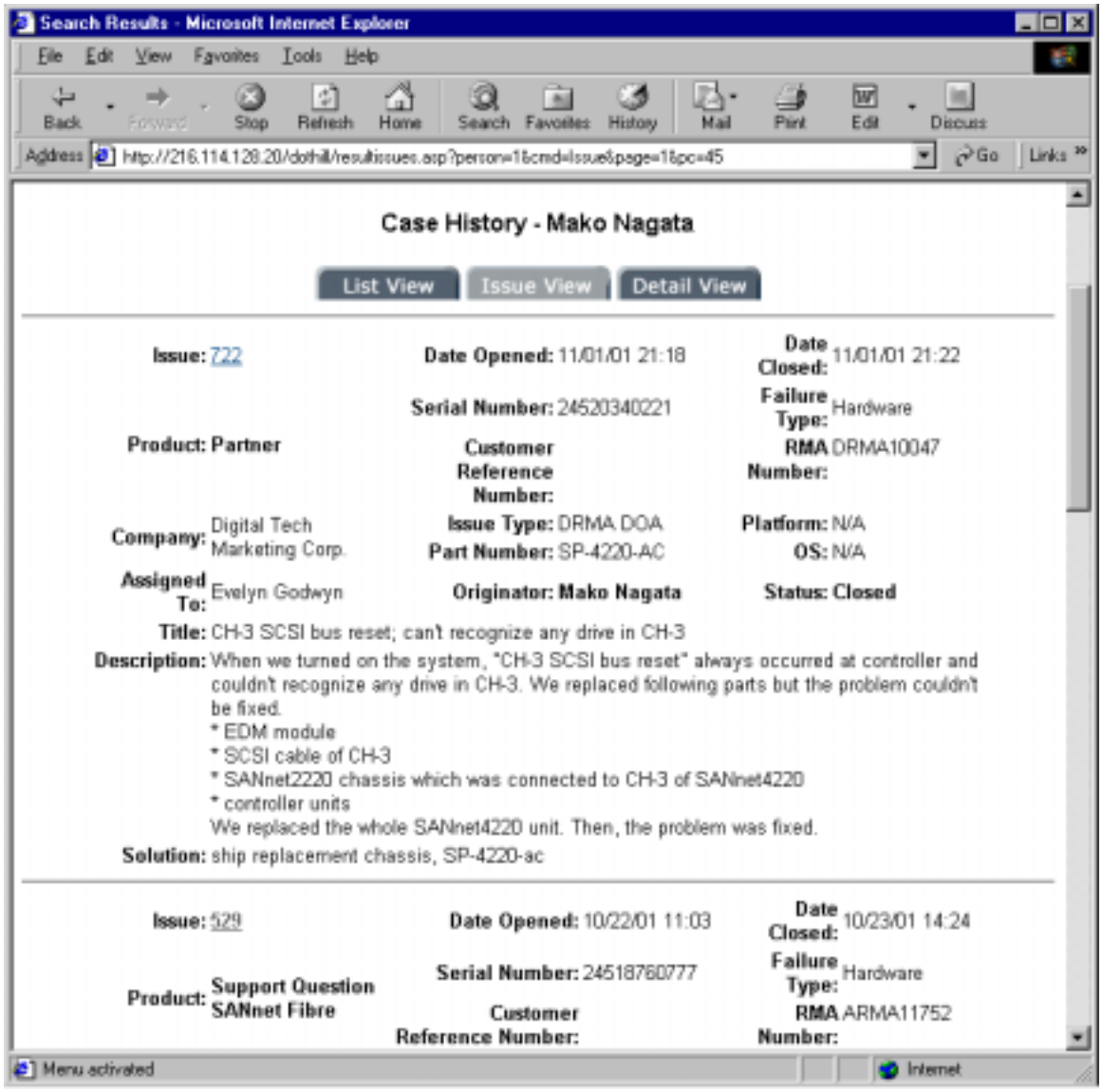

Search Results - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss
Address http://216.114.128.20/dothill/resultissues.asp?person=1
Go Links
dot HILL
Questions
Answers
SANsolve
Knowledge Base
Knowledge Base | My HelpDesk | News! | Exit | Resources | Help
Issues Found: 4
Displaying Page: 1 of 1
Page: 1 Go 45 per page
Case History - Mako Nagata
List View | Issue View | Detail View
Menu activated
Internet

#ISSUE	Status	Date Opened	Priority	Assigned To	Product	Title
529	Closed	10/22/01	P4	Michelle Mosley	Support Question SANnet Fibre	We have a defective SANnet7120 as follow
455	NCE Ship Partial	10/15/01	P4	NCE Shipping	Support Question Box Hill	Defective Disks
394	Closed No KB	10/11/01	P4	Zitlalli Casillas	Support Question SANnet SCSI	SANnet Controllers
238	Closed No KB	10/02/01	P4	Michelle Mosley	Support Question SANnet SCSI	Replace 3 failed controllers

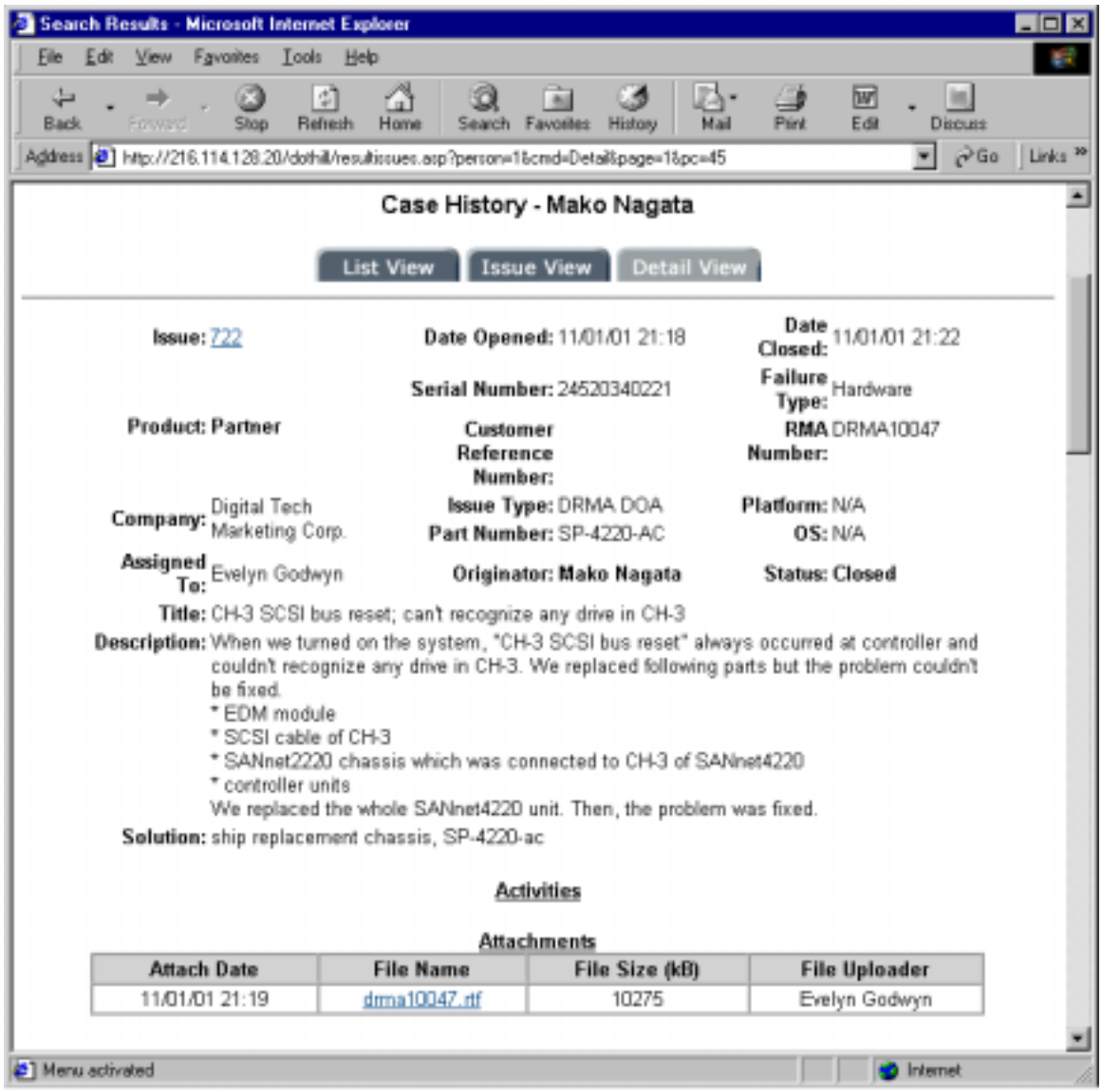
You may sort the list by clicking on the title of the column by which you want information sorted:


Search Results - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss
Address http://216.114.128.20/dothill/resultissues.asp?person=1&order=status
Go Links
Questions
Answers
dot HILL
SANsolve
Knowledge Base
Knowledge Base | My HelpDesk | News! | Exit | Resources | Help
Issues Found: 4
Displaying Page: 1 of 1
Page: 1 Go 45 per page
Case History - Mako Nagata
List View | Issue View | Detail View
Issue | ^STATUS | Date Opened | Priority | Assigned To | Product | Title
529 | Closed | 10/22/01 | P4 | Michelle Mosley | Support Question SANnet Fibre | We have a defective SANnet7120 as follow
394 | Closed No KB | 10/11/01 | P4 | Zitlalli Casillas | Support Question SANnet SCSI | SANnet Controllers
238 | Closed No KB | 10/02/01 | P4 | Michelle Mosley | Support Question SANnet SCSI | Replace 3 failed controllers
455 | NCE Ship Partial | 10/15/01 | P4 | NCE Shipping | Support Question Box Hill | Defective Disks
Menu activated
Internet

Issue view offers an expanded view of the returned list:


Search Results - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss
Address http://216.114.128.20/dothill/resultissues.asp?person=1&cmd=issue&page=1&pc=45
Go Links
Case History - Mako Nagata
List View
Issue View
Detail View
Issue: 722
Date Opened: 11/01/01 21:18
Date Closed: 11/01/01 21:22
Serial Number: 24520340221
Failure Type: Hardware
Product: Partner
Customer Reference Number:
RMA Number: DRMA10047
Company: Digital Tech Marketing Corp.
Issue Type: DRMA DOA
Platform: N/A
Part Number: SP-4220-AC
OS: N/A
Assigned To: Evelyn Godwyn
Originator: Mako Nagata
Status: Closed
Title: CH-3 SCSI bus reset; can't recognize any drive in CH-3
Description: When we turned on the system, "CH-3 SCSI bus reset" always occurred at controller and couldn't recognize any drive in CH-3. We replaced following parts but the problem couldn't be fixed.
* EDM module
* SCSI cable of CH-3
* SANnet2220 chassis which was connected to CH-3 of SANnet4220
* controller units
We replaced the whole SANnet4220 unit. Then, the problem was fixed.
Solution: ship replacement chassis, SP-4220-ac
Issue: 529
Date Opened: 10/22/01 11:03
Date Closed: 10/23/01 14:24
Serial Number: 24518760777
Failure Type: Hardware
Product: Support Question SANnet Fibre
Customer Reference Number:
RMA Number: ARMA11752
Menu activated
Internet

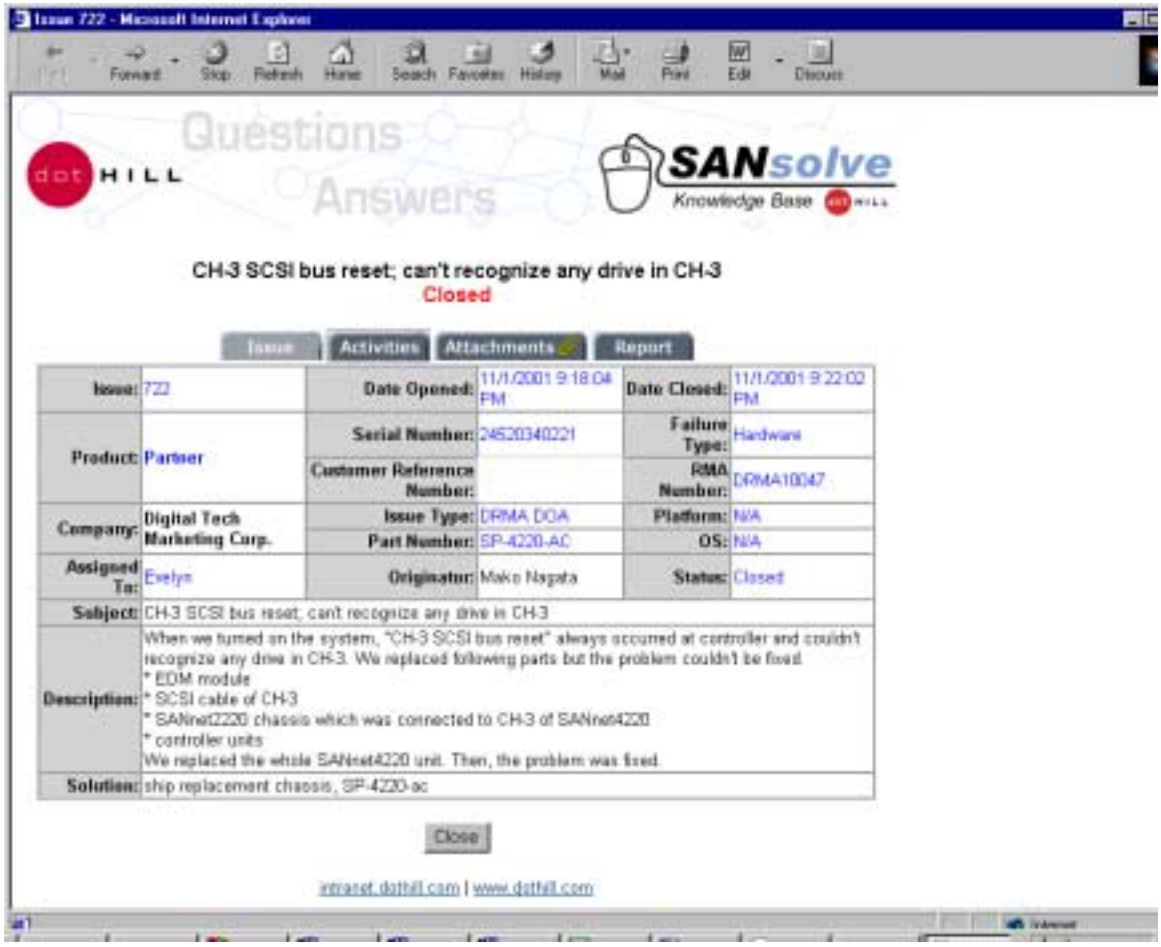
Detail View further expands the view to include attachments and any public activities:


Search Results - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss
Address http://216.114.128.20/dothill/resultissues.asp?person=1&cmd=Detail&page=1&pc=45
Go Links
Case History - Mako Nagata
List View
Issue View
Detail View
Issue: 722
Date Opened: 11/01/01 21:18
Date Closed: 11/01/01 21:22
Serial Number: 24520340221
Failure Type: Hardware
Product: Partner
Customer Reference Number:
RMA Number: DRMA10047
Company: Digital Tech Marketing Corp.
Issue Type: DRMA DOA
Platform: N/A
Part Number: SP-4220-AC
OS: N/A
Assigned To: Evelyn Godwyn
Originator: Mako Nagata
Status: Closed
Title: CH-3 SCSI bus reset; can't recognize any drive in CH-3
Description: When we turned on the system, "CH-3 SCSI bus reset" always occurred at controller and couldn't recognize any drive in CH-3. We replaced following parts but the problem couldn't be fixed.
* EDM module
* SCSI cable of CH-3
* SANnet2220 chassis which was connected to CH-3 of SANnet4220
* controller units
We replaced the whole SANnet4220 unit. Then, the problem was fixed.
Solution: ship replacement chassis, SP-4220-ac
Activities
Attachments
Attach Date
File Name
File Size (kB)
File Uploader
11/01/01 21:19
drma10047.rtf
10275
Evelyn Godwyn
Menu activated
Internet

Select issue and view details

Click on the issue number to display the individual call record.

The system will display the call summary page as follows:



Activity view

System and user generated public activities are visible from the ACTIVITIES tab.

System generated activities include events like creating the issue.

User generated activities include:

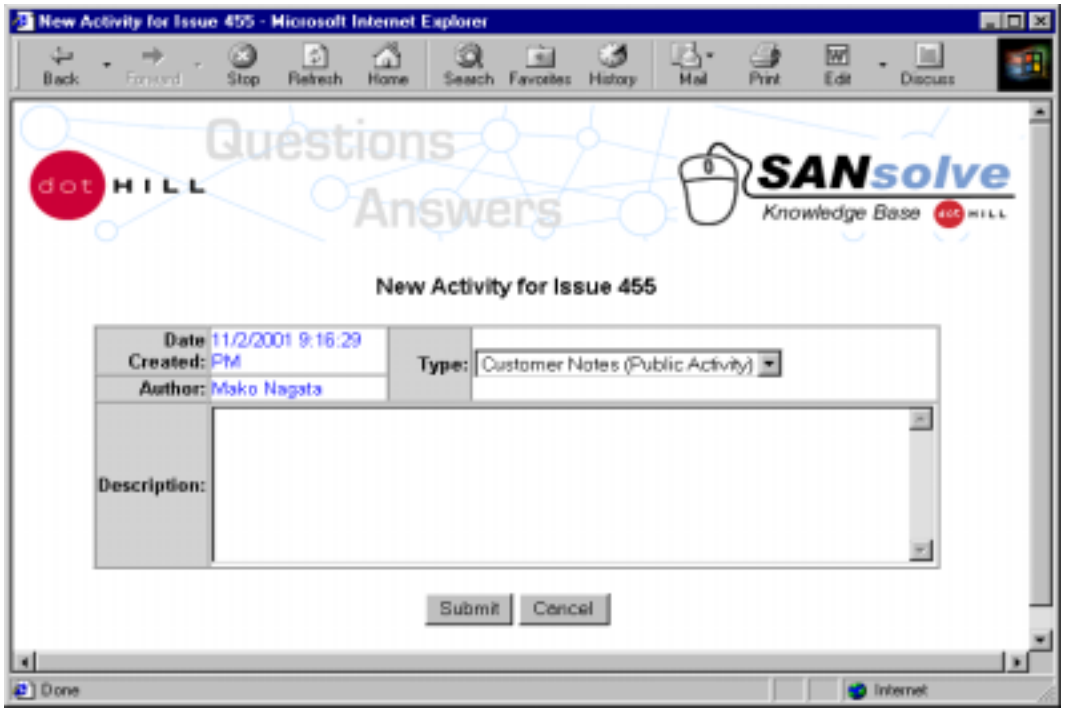
- Additional Information - working notes created by Dot Hill Representatives in the course of resolving your issue.
- Customer Notes – notes added by you, the customer, to relay additional information throughout the course of the issue.

Click on the Activities Tab to display any public activities associated with this issue.

As long as the status of the issue is less than closed, you may post new activities to the call.

SANsolve will alert the representative to whom the call is assigned via e-mail when you submit the new activity.

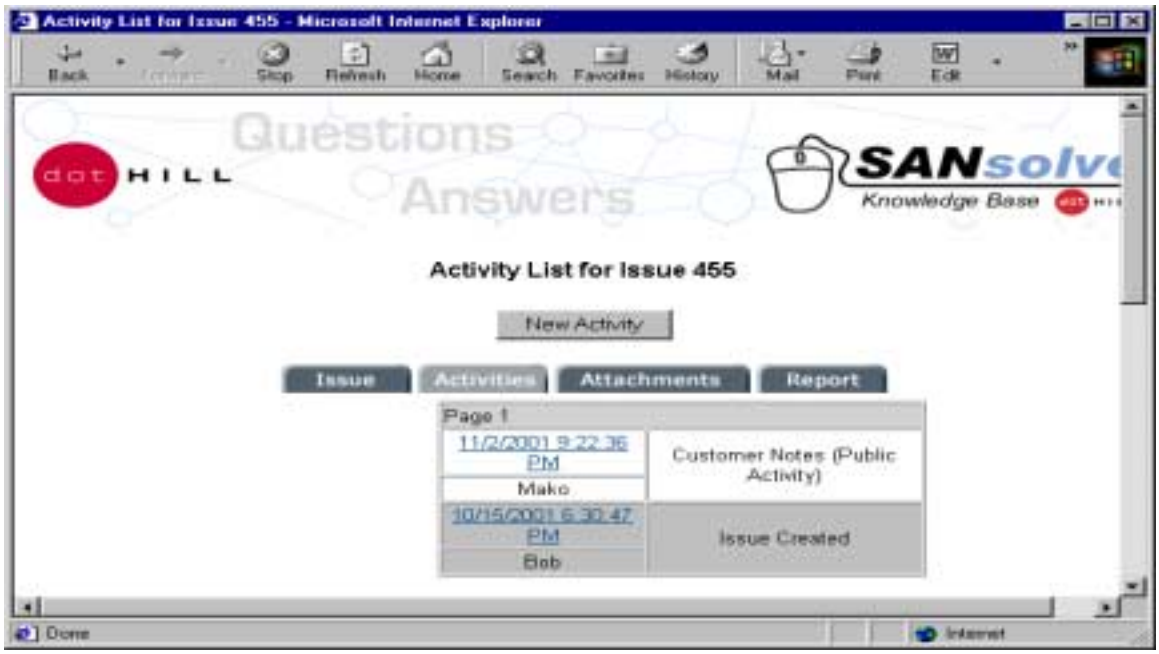
Click the NEW ACTIVITY button



Enter text message.

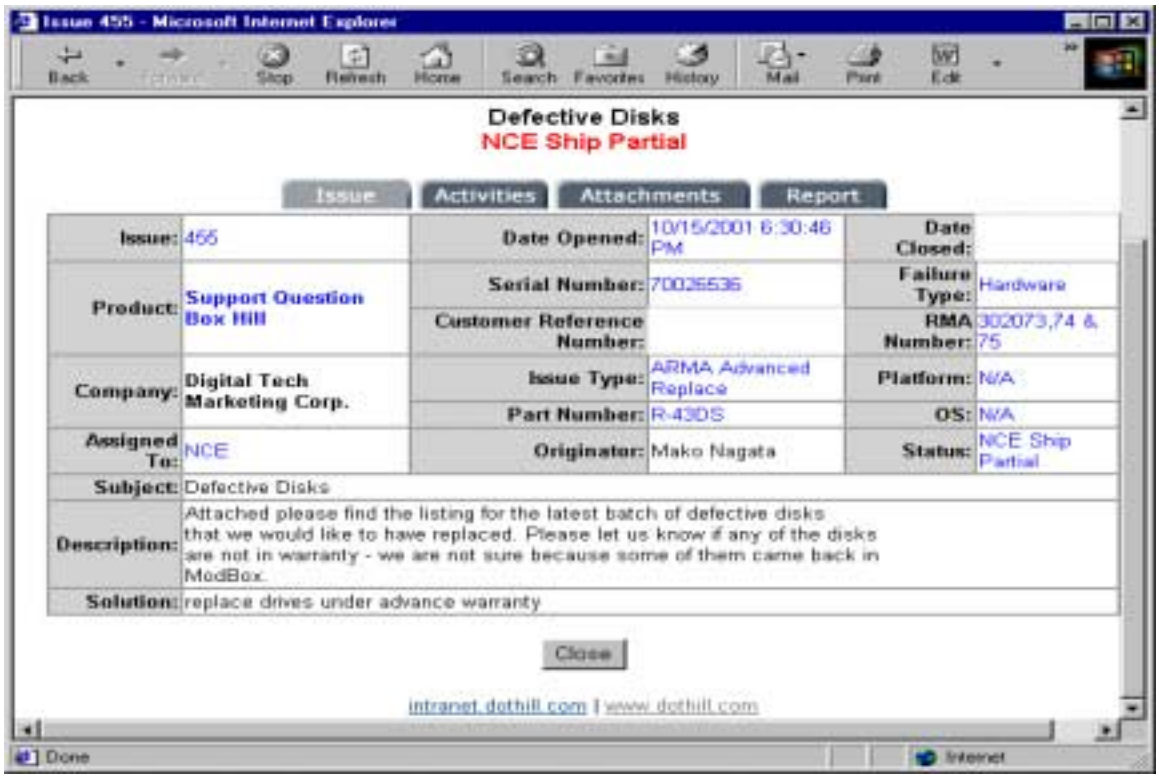
Click Submit.

SANsolve returns to the ACTIVITY LIST.



Click NEW ACTIVITY to add more comments, or select an alternate tab.

To exit the issue, return to the Issue tab and select CLOSE.


Issue 455 - Microsoft Internet Explorer
Defective Disks
NCE Ship Partial
Issue
Activities
Attachments
Report
Issue: 455
Date Opened: 10/15/2001 6:30:46 PM
Date Closed:
Product: Support Question Box Hill
Serial Number: 70025536
Failure Type: Hardware
Customer Reference Number:
RMA Number: 302073,74 & 75
Company: Digital Tech Marketing Corp.
Issue Type: ARMA Advanced Replace
Platform: N/A
Part Number: R-43DS
OS: N/A
Assigned To: NCE
Originator: Mako Nagata
Status: NCE Ship Partial
Subject: Defective Disks
Description: Attached please find the listing for the latest batch of defective disks that we would like to have replaced. Please let us know if any of the disks are not in warranty - we are not sure because some of them came back in ModBox.
Solution: replace drives under advance warranty
Close
intranet.dothill.com | www.dothill.com
Done
Internet

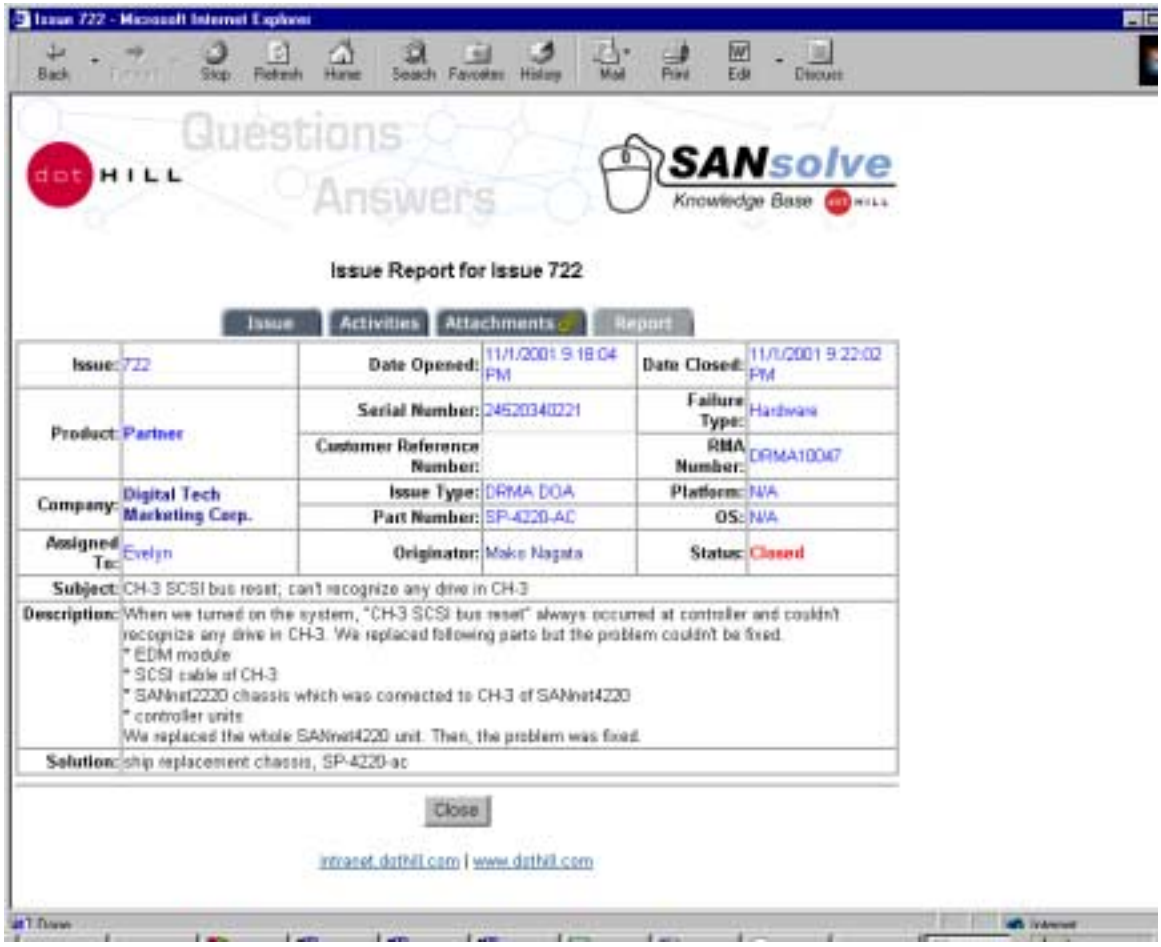
Attachments

Click on the attachments tab to view a list of file attachments to the issue.

Click the file name to open the file attachment.

Report

Click on the Report Tab to display the call in report format. The report format includes the issue page, a listing of any public activities and a link to any attachments that have been posted to the call


Issue 722 - Microsoft Internet Explorer
Questions
Answers
SANsolve
Knowledge Base
Issue Report for Issue 722
Issue
Activities
Attachments
Report
Issue: 722
Date Opened: 11/1/2001 9:18:04 PM
Date Closed: 11/1/2001 9:22:02 PM
Product: Partner
Serial Number: 24520340221
Failure Type: Hardware
Customer Reference Number:
RMA Number: DRMA10047
Company: Digital Tech Marketing Corp.
Issue Type: DRMA DOA
Platform: N/A
Part Number: SP-4220-AC
OS: N/A
Assigned To: Evelyn
Originator: Mako Nagata
Status: Closed
Subject: CH-3 SCSI bus reset; can't recognize any drive in CH-3
Description: When we turned on the system, "CH-3 SCSI bus reset" always occurred at controller and couldn't recognize any drive in CH-3. We replaced following parts but the problem couldn't be fixed.
* EDM module
* SCSI cable of CH-3
* SANnet2220 chassis which was connected to CH-3 of SANnet4220
* controller units
We replaced the whole SANnet4220 unit. Then, the problem was fixed.
Solution: ship replacement chassis, SP-4220-ac
Close
intranet.dothill.com | www.dothill.com

Click CLOSE to exit the issue.

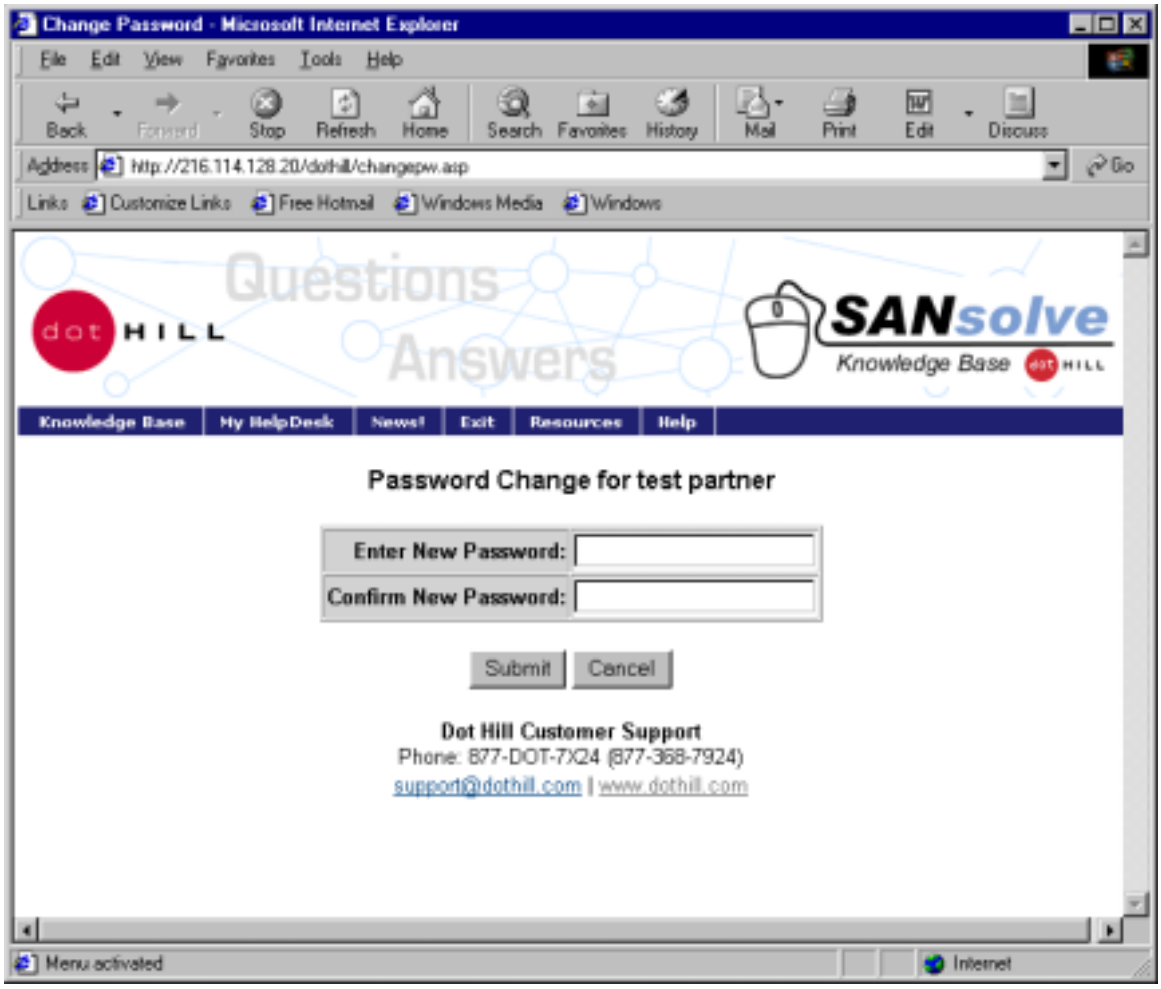
My Company Issues

SANsolve returns a list of all issues for your company.

The MY COMPANY ISSUES has the same drill down capabilities as MY ISSUES LIST as documented above.

Change Password

Select My Help Desk, Change Password:



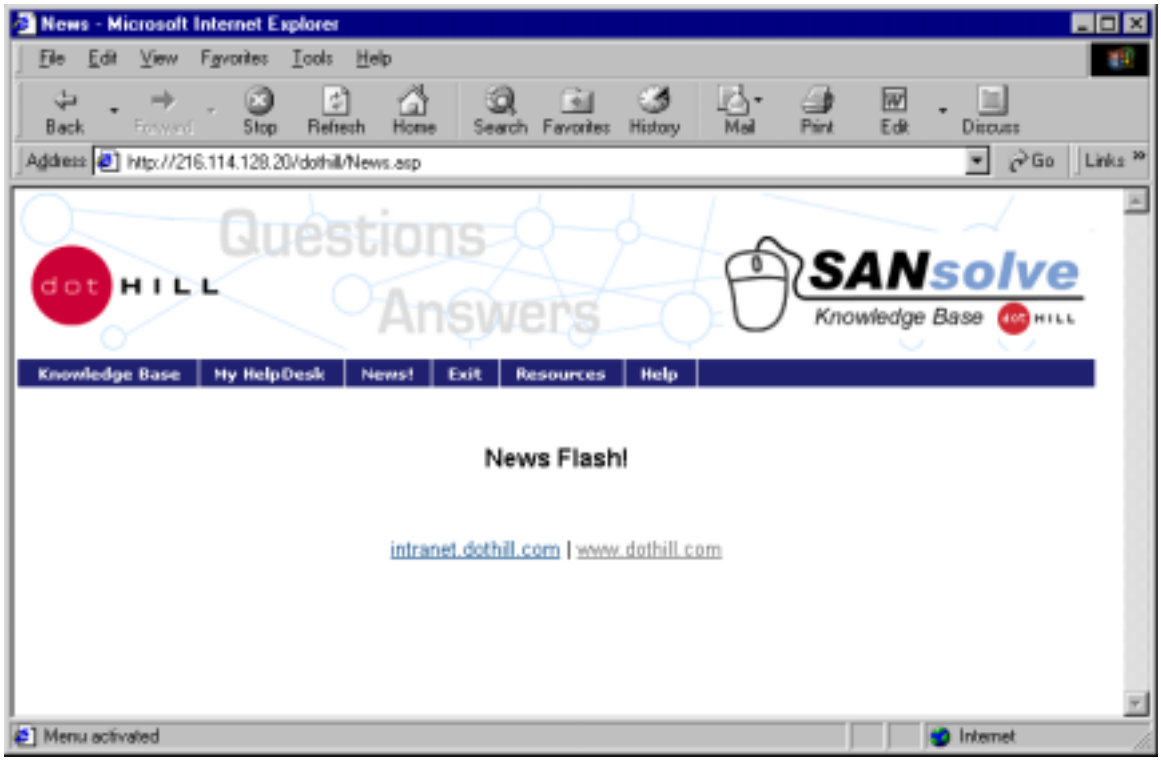
Enter your new password; confirm the new password and click submit.

The next time you access SANsolve, your new password will be required.

In the event you do not know your current password, contact Dot Hill Customer Support Administration for assistance at 1-877-DOT-7X24. An Administrator will restore the default password, CHANGEMENOW.

NEWS

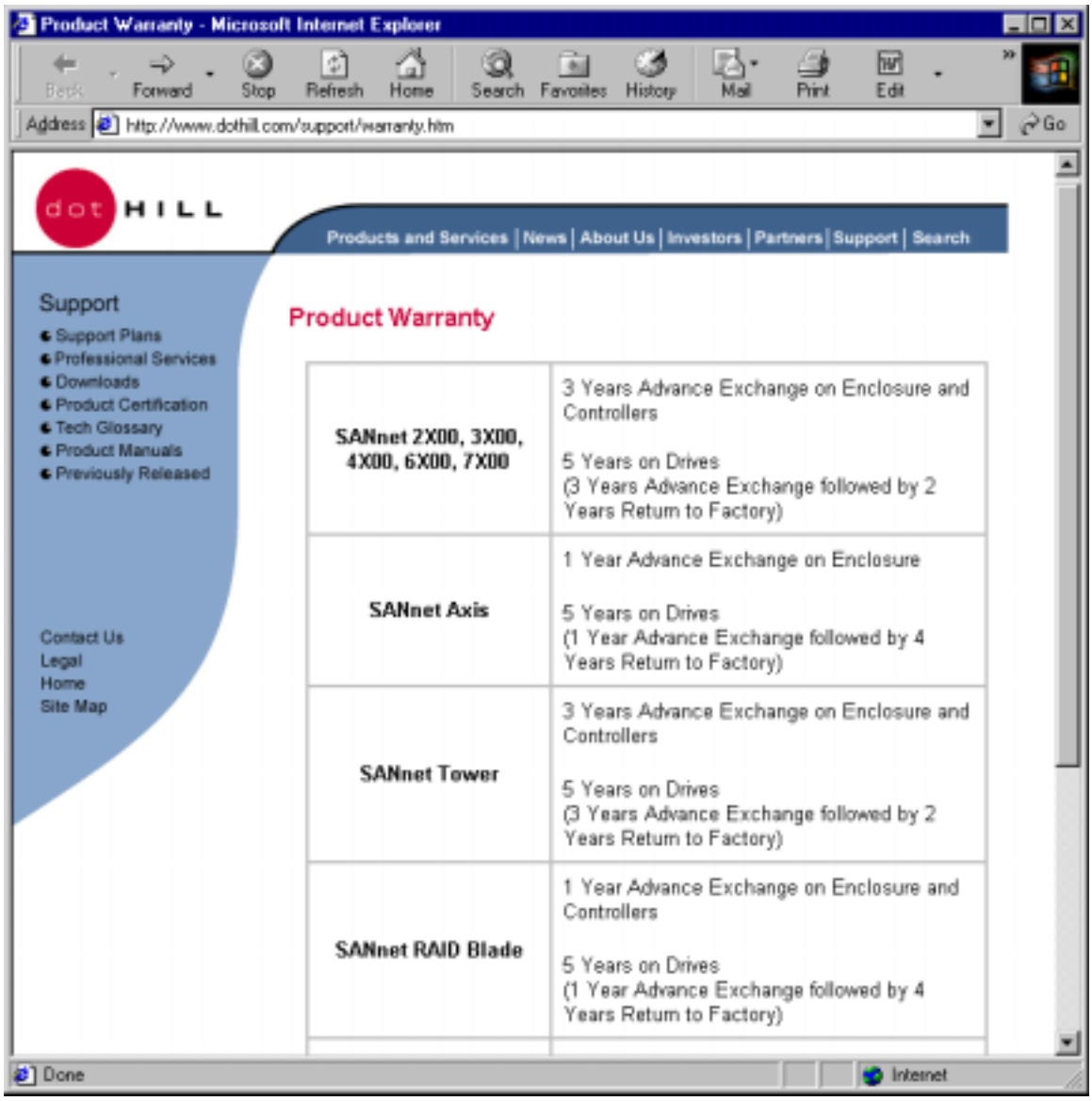
Select NEWS from the SANsolve toolbar to look for news updates from Dot Hill.



Resources

Access RESOURCES tab on the SANsolve tool bar.

Make a selection from the drop down list.


Product Warranty - Microsoft Internet Explorer
Back
Forward
Stop
Refresh
Home
Search
Favorites
History
Mail
Print
Edit
Address
http://www.dothill.com/support/warranty.htm
Go
dot HILL
Products and Services | News | About Us | Investors | Partners | Support | Search
Support
Support Plans
Professional Services
Downloads
Product Certification
Tech Glossary
Product Manuals
Previously Released
Contact Us
Legal
Home
Site Map
Product Warranty
SANnet 2X00, 3X00, 4X00, 6X00, 7X00
3 Years Advance Exchange on Enclosure and Controllers
5 Years on Drives
(3 Years Advance Exchange followed by 2 Years Return to Factory)
SANnet Axis
1 Year Advance Exchange on Enclosure
5 Years on Drives
(1 Year Advance Exchange followed by 4 Years Return to Factory)
SANnet Tower
3 Years Advance Exchange on Enclosure and Controllers
5 Years on Drives
(3 Years Advance Exchange followed by 2 Years Return to Factory)
SANnet RAID Blade
1 Year Advance Exchange on Enclosure and Controllers
5 Years on Drives
(1 Year Advance Exchange followed by 4 Years Return to Factory)
Done
Internet